# **ORIGINAL**

### TITLE SHEET

#### ARIZONA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the resale of telecommunications services provided by Glyphics Communications, Inc. ("Glyphics"), with principal offices at 66 East Wadsworth Park Drive, Suite 200, Draper, Utah 84020, toll free telephone number (800) 352-7023. This tariff applies for services furnished within the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

APPROVED FOR FILING
BEGISION #: 69234

Issued: January 2 1, 1999 Effective: January 12, 2000

Issued by:

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ABBROVED FOR FILING
DECISION #: 62236

Effective: January 12, 2000

Issued by:

Issued: January 21, 1999

### **CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION
1	Original
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21.1	Original *
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<sup>\* -</sup> indicates those pages includes with this filing

ADMINISTRATIVELY
APPROVED FOR FILING

Issued: June 29, 2000 Effective: July 29, 2000

#### **SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (C) To Signify Changed Regulation
- (**D**) Delete or Discontinue
- (I) -Change Resulting in an Increase to a Customer's Bill
- (M) Moved From Another Tariff Location
- (N) New
- Change Resulting in a Reduction to a Customer's Bill
- (T) Change in Text or Regulation But No Change in Rate or Charge

APPROVED FOR FILING

DECISION #: 62

Issued: January 21, 1999 Effective: January 12, 2000

Issued by:



#### TARIFF FORMAT

Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

**Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the AZ C.C. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14.

Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

> 2. 2.1. 2.1.1. 2.1.1.A. 2.1.1.A.l. 2.1.1 .A. 1 .(a). 2.1 .**1.A**. 1 .(a).I. 2.1.1.A. 1.(a).I.(i). 2.1.1 .A.l.(a).I.(i).(l).

Check Sheets • When a tariff filing is made with the AZ C.C., an updated check sheet accompanies the tariff filing. The check sheet lists the sheet contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages).

APPROVED FOR FILING

DECISION #: 62036

Issued: January 2 1, 1999 Effective: January 12, 2000

#### SECTION 1.0 • TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Customer's telephone to a NET-tel designated switching center or point of presence.

Authorized User • A person, firm, corporation, or any other entity authorized by the Customer to utilize the Carrier's service.

Authorization Code • A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's Travel Card Service network to identify the caller and validate the caller's authorization to use the services provided.

AZ C.C. - Arizona Corporation Commission.

**Glyphics** • Used throughout this tariff to refer to Glyphics Communications, Inc..

Company or Carrier - Glyphics Communications, Inc. unless otherwise clearly indicated by the context.

Customer - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Dedicated Access Origination/Termination - Where access between the customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the Customer.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such end offices, customers presubscribe their telephone line(s) to their preferred interLATA carrier.

**LEC** • Local Exchange Company.

**Serving Wire Center** • A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

APPROVED FOR FILING

DECISION #: 60036

Effective: January 12, 2000 Issued: January 2 1, 1999

Issued by:

Kody Bateman, President 66 East Wadsworth Park Drive, Suite 200 Draper, Utah 84020

AZi9900

## SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)

**Switched Access Origination/Termination -** Where access between the customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the customer is a LEC-provided business or residential access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Travel Card Call** - A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed via a "1-800" or other access code dialing sequence.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purposed of rating calls.

APPROVED FOR FILING

DECISION #: 67036

Issued: January 2 1, 1999

Effective: January 12, 2000

#### SECTION 2.0 - RULES AND REGULATIONS

# 2.1 Undertaking of Glyphics Communications, Inc.

Glyphics provides resold intrastate long distance telephone service available within the State of Arizona under the terms of this tariff.

Glyphics maintains the communication services provided herein under in accordance with the terms and conditions set forth under this tariff. The customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

#### 2.2 Limitations

- 2.2.1 Service is offered subject to the provisions of this tariff.
- 2.2.2 Glyphics reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this tariff.

APPROVED FOR FILING

Issued: January 2 1, 1999 Effective: January 12, 2000

# 2.3 Liabilities of The Company

- 2.3.1 Glyphics's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.
- 2.3.2 Glyphics shall be indemnified and held harmless by the customer against:
  - (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted by means of the Company's services.
  - (B) All other claims arising out of any act or omission of the customer in connection with any service provided by Glyphics.

APPROVED FOR FILING

Issued: January 2 1, 1999 Effective: January 12, 2000

# 2.4 Credit Allowances for Interruption of Service

Credit allowances for interruption of service are limited to the initial period minimum charges incurred for re-establishing the interrupted call.

# 2.5 **Restoration of Service**

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

# 2.6 **Deposits and Credit Checks**

The company may check the credit history of prospective customers using standard creditcheck methods. Deposits for service are not required.

APPROVED FOR FILING

DECISION #: 62286

Issued: January 2 1, 1999 Effective: January 12, 2000

Issued by:

# 2.7 Advance Payments

At this time, Glyphics does not collect advance payments.

#### 2.8 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates. Customer shall be responsible for any applicable taxes.

# 2.9 Customer Complaints and/or Billing Disputes

Customers have the right to refer billing disputes and any other complaints to Glyphics Communications, Inc. at 66 East Wadsworth Park Drive, Suite 200, Draper, UT 84020. Our Customer Service department can be reached by dialing 1-800-352-7023.

APPROVED FOR FILING

DECISION #: 62236

Issued: January 21, 1999 Effective: January 12, 2000

### 2.10 Cancellation of Service by Carrier

Without incurring liability, the Carrier may immediately discontinue or cancel service:

- **2.10.1** Service may be disconnected without advance written notice under the following conditions:
  - (A) the existence of an obvious hazard to the safety or health of the consumer of the general population or the Company's personnel or facilities;
  - (B) the Company has evidence of tampering or the evidence of fraud.
- 2.10.2 Service may be disconnected provided that the Company has provided five days' written notice as established by the AZ C.C. under the following conditions:
  - (A) Customer violation of any of the utility's tariffs filed with the Commission and/or violation of the Commission's rules and regulations.
  - **(B)** Failure of the Customer to pay a bill for service.
  - (C) Failure to meet or maintain the Company's credit and deposit requirements (if any).
  - **(D)** Failure of the Customer to provide the utility reasonable access to its equipment and property.
  - **(E)** Customer breach of contract for service between the Company and Customer
  - **(F)** When necessary for the Company to comply with an order of any governmental agency having such jurisdiction.

APPROVED FOR FILING

DECISION #: 62736

Issued: January 2 1, 1999

Effective: January 12, 2000

# 2.11 Billing for Service

Itemized bills will be distributed to the customers on a monthly cycle.

Bills include the date of billing. The "date rendered" shall be the mailing date. Bills for service are considered delinquent 15 days after the bill is rendered. Failure to receive bills or notices which have been properly placed in the U.S. Mail shall not prevent such bills from becoming delinquent nor relieve the Customer of his or her payment obligations.

A late payment charge of 1.5% of the delinquent charges per month applies.

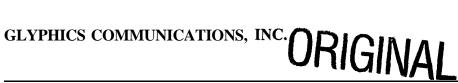
### 2.12 Installations and Connections

There are no installation or connection charges required to initiate service with the Company.

APPROVED FOR FILING

DECISION #: 62236

Issued: January 2 1, 1999 Effective: January 12, 2000



# **SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES**

#### 3.1 General

Glyphics provides direct dialed one plus and toll free inbound services for communications originating and terminating within the State of Arizona under terms of this tariff.

APPROVED FOR FILING

DECISION #: 62236

Effective: January 12, 2000 Issued: January 21, 1999

Issued by:



#### 3.2 **Timing of Calls**

- 3.2.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2 Chargeable time for all calls ends when either one of the parties disconnects from the call.
- 3.2.3 The minimum call duration and additional billing increments are specified on a per product basis in this section of the tariff.
- 3.2.4 The company will not bill for incomplete calls.

APPROVED FOR FILING

DECISION #: 62236

Issued: January 21, 1999

Effective: January 12, 2000

#### 3.3 Rate Periods

Unless otherwise indicated elsewhere in this tariff, all usage-based rates are subject to the following time-of-day, day-of-week, and holiday rate periods:

- 3.3.1 Switched service products will be provided on a flat rate basis with no time-of-day, day-of-week or holiday rate periods.
- 3.3.2 Dedicated service products will be provided on a Day and Non-Day basis. The Day Rate period is defined as Monday through Friday 8:00 AM to, but not including 5:00 PM. The Non-Day rate period is defined as any other time of the week not covered by the Day Rate period.

# 3.4 Special Access Channels

Special access channels (ie: dedicated facilities), if utilized, are provided and billed to the Customer by the local exchange telephone company. Charges for the special access channel are determined by the local access provider and the Customer is responsible for payment of these charges to the local exchange telephone company. Glyphics will, at the Customer's request, act on behalf of the Customer in the ordering and installation of the special access channel with the access provider. The Company may also request the access provider to bill them for the account, in the name of the Customer. If this option is utilized, the Company will pass the charges, including a billing service fee, through to the Customer.

APPROVED FOR FILING

DECISION #: 62236

Issued: January 2 1, 1999 Effective: January 12, 2000

#### 3.5 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1 Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

APPROVED FOR FILING
DECISION #: 62236

Issued: January 2 1, 1999 Effective: January 12, 2000

# 3.6 Quality and Grade of Service Offered

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

APPROVED FOR FILING

DECISION #: 62236

Issued: January 2 1, 1999 Effective: January 12, 2000

Issued by:

# 3.7 Glyphics Intrastate Affinity Service

Glyphics Intrastate Affinity Service is offered to Master Affinity Groups for the provision of long distance services to the affinity group membership. Glyphics Intrastate Affinity Services are an add on to Glyphics Interstate Affinity Service. All calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

The Master Affinity Group Contact will agree upon the per minute rate that Glyphics will offer to the group member. Glyphics will, in turn, make a monthly contribution to the Master Affinity Group based upon the actual monthly usage of each of the affinity group members. The Master Affinity Group contact will make a determination on the length of service term, based upon the needs of the Master Affinity Group. Affinity Group Members will not be required to sign a contract with Glyphics but will be afforded the intrastate rates based upon the term agreement of the Master Affinity Group.

# 3.7.1 Glyphics Direct Dial Affinity Service

Glyphics Direct Dial Affinity Service available to Customers who originate direct dialed calls within the State of Florida. This service permits origination of intrastate calls from diverse Customer's local exchange or dedicated access facilities.

	Month to Month		One Year Term		Two Year Term		Three Year Term	
	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. <b>6Secs.</b>	Initial 18 Secs.	Each Add'l. 6Secs.	Initial 18 <b>Secs</b> .	Each Add'l. 6 Secs.
	SWITCHED ACCESS SERVICE							
	\$0.0447	\$0.0149	\$0.0425	\$0.0142	\$0.0403	\$0.0134	\$0. 0383	\$0. 0128
_	DEDICATED ACCESS SERVICE							
Day	\$0.0298	\$0.0099	\$0.0283	\$0.0094	\$0.0270	\$0.0090	\$0.0257	\$0.0068
Non-Day	\$0.0298	\$ <b>\$</b> 00 <b>099</b>	\$\$0.0283	\$\$0.0094	\$0.02700	\$0.00900	<u>\$0.0257</u>	\$0.0068

APPROVED FOR FILING

DECISION #: 62736

Issued: January 2 1, 1999 Effective: January 12, 2000

# 3.7 Glyphics Intrastate Affinity Service, (Cont'd.)

# 3.7.2 Glyphics Toll Free Inbound Affinity Service

Glyphics Toll Free Inbound Affinity Service is available to Customers who receive Toll Free inbound (8xx) calls from within the State of Florida. This service permits termination of intrastate calls from diverse geographic locations to Customer local exchange lines or to dedicated access facilities. With Glyphics Toll Free Inbound Service, the Customer is billed for the call rather than the call originator.

	Month to Month		One Year Term		Two Year Term		Three Year Term	
	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 Secs.	Initial 18 Secs.	Each Add'l. 6 <b>Secs</b> .
	SWITCHED ACCESS SERVICE							
	\$0.044477	\$0.0149	600425	\$ <b>6</b> 0001442	600403	\$ <b>6</b> 000134	\$000383	\$\$0001 <u>22</u> 8
	DEDICATED ACCESS SERVICE							
Day	\$0.0298	\$0.0099	\$0.0283	\$0.0094	\$0.0270	\$0.0090	\$0.0257	\$0.0068
Non-Day	\$0.0298	\$0.0099	\$0.0283	\$0.0094	\$0.0270	\$0.0090	\$0.0257	\$0.0068

APPROVED FOR FILING
BECISION #: 60036

Issued: January 2 1, 1999 Effective: January 12, 2000

Issued by:

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### SECTION 3.0 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

# 3.8 **Directory Assistance**

Directory Assistance is available to Customers of Glyphics' long distance services. A (T) Directory Assistance charge applies to each call to the Directory Assistance Bureau. One request may be made on each call to Directory Assistance.

Rate Per Call \$0.75

### 3.9 Travel Card Services

(N)

(N)

Card S&vice(s) allows a Customer to place a long distance call to any geographical area in the United States from an access line and receive the bill for said call(s)-placed on an assigned calling card billing number. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

Per Call Surcharge \$0.00

Per Minute Rate: \$0.1590

ADMINISTRATIVELY
APPROVED FOR FILING

Issued: June 29, 2000 Effective: July 29, 2000

Issued by:

Kody Bateman, President 66 East Wadsworth Park Drive, Suite 200 Draper, Utah 84020

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# 3.10 Public Telephone Surcharge

(N)

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

### 3.10.1 Public Telephone Surcharge

Rate per Call

\$0.30

(N)

ADMINISTRATIVELY
APPROVED FOR FILING

Issued: June 29, 2000 Effective: July 29, 2000

Issued by:

Kody Bateman, President 66 East Wadsworth Park Drive, Suite 200 Draper, Utah 84020

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### SECTION 4.0 • MISCELLANEOUS

#### 4.1 General

Each Customer is charged individually for each call placed through the Company. Charges will vary by service offering, class of call, time of day, day of week, class of call and/or call duration.

# 4.2 Return Check Charge

The Company will assess a return check charge of up to \$20.00 or 5% of the amount of the check, whichever is greater, whenever a check or draft presented for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

APPROVED FOR FILING
DECISION #: 42236

Issued: January 2 1, 1999 Effective: January 12, 2000

#### **SECTION 5.0 - PROMOTIONS**

### 5.1 Promotions - General

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some of all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions shall be made available to all similarly situated Customers in the target market area. All promotions will be filed with and approved by the Commission prior to offering them to Customers.

#### 5.2 **Demonstration of Calls**

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

APPROVED FOR FILING
BECISION #: 62226

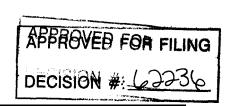
Issued: January 2 1, 1999 Effective: January 12, 2000

# **ORIGINAL**

#### **SECTION 6.0 - CONTRACT SERVICES**

### 6.1 General

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.



Issued: January 2 1, 1999 Effective: January 12, 2000

Issued by: